Police psycholgy - Forensic psychology

Clinical Psychology (Amity University)

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UNIT 1 POLICE PSYCHOLOGY

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1.0 INTRODUCTION

This unit will look at the role of the police in society, including the crime-fighting role, the order-maintenance role, the ambiguity of the police role, etc. It will discuss the goals and objectives of the police. It will explore the police role and its many interpretations. It will introduce the goals and objectives of policing. It will illustrate the meaning of police-community relations and their importance to the safety and quality of life in a community.

The unit will explore public attitudes regarding the police and efforts undertaken around the nation to improve public perceptions. It will describe various minority populations and some of their issues regarding police interactions. The unit will present the challenges faced by various populations, including the aging population, youth, the homeless, crime victims, and the physically challenged, etc. The unit will also put forth all the efforts that are being made to better serve these populations.

1.1 OBJECTIVES

After completing this unit, you will be able to police psychology:

- Define police psychology;
- Elucidate the duties of police psychologists;
- Define police and their organisational structure;
- Describe the duties of police officers;
- Explain the selection and recruitment process;
- Describe the characteristics of good police officers;
- Explain the training process;
- Analyse the causes of stress amongst the police personnel; and
- Describe the need for police and community relationships.

1.2 INTRODUCTION TO POLICE PSYCHOLOGY

Many law enforcement agencies are seeking the expertise of Forensic Psychologists, and some even hire in-house Police Psychologists for a variety of duties. The world of Psychology has a very diverse cluster of specialties.

Forensic Psychology, in particular, deals with law enforcement including court systems, child and family services, correctional facilities, and victimology. Police

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Psychologists are subtype in the Forensic Psychology specialty. The term "police" can be a little misleading because Police Psychologists are involved in all aspects of law enforcement including local, state, and federal government agencies. They are not limited to just police departments.

1.2.1 Duties of Police Psychologists

In India, police and law enforcement agencies hire Psychologists as consultants, but a psychologist employed or hired on a fulltime basis may be called as "in-house" Police Psychologist. They do not necessarily have to become police officers, but it is vital that a clear understanding of the nature of police work is acquired.

Police Psychologists can play vital roles in the employment and maintenance of police forces, where they will assess and evaluate the potential, personality, intelligence, and overall fitness for the line of work.

In addition to pre-employment evaluations, Police Psychologists may assist with scheduling, educating officers to deal with stress and anger management and also assist police officers in dealings with mentally disabled persons. Police Psychologists also provide services with critical incidents, excessive force issues, shootings, police suicides and psychological issues, fitness-for-duty evaluations, and also with special unit evaluations.

Police Psychologists might also be called upon to provide counseling services for officers as well as their families, which can include family and marital issues, divorce, loss, injury, and stress.

1.2.2 Definition of Police

The law enforcement system, which concerns the order of the community; the internal regulation of a state.

The organised body of civil officers in a city, town, or district, whose particular duties are the preservation of good order, the prevention and detection of crime, and the enforcement of the laws are termed as the Police.

1.3 POLICE STRUCTURE AND ORGANISATION IN INDIA

1.3.1 The Organisational Structure

Each state and union territory of India has its own separate police force. Article 246 of the Constitution of India designates the police as a *state subject*, which means that the state governments frame the rules and regulations that govern each police force. These rules and regulations are contained in the police manuals of each state force.

The head of the police force in each state is the Director General of Police (DGP), who is responsible to the state government for the administration of the police force in each state, and for advising the government on police matters. The DGP represents the highest rung in the police hierarchy.

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The hierarchical structure of the police in India follows a vertical alignment consisting of senior officers drawn, by and large, from The Indian Police Service (IPS) who do the supervisory work, the "upper subordinates" (inspectors, sub-inspectors, and asst. sub-inspectors) who work generally at the police station level, and the police constabulary who are delegated the patrolling, surveillance, guard duties, and law and order work. The constabulary accounts for almost 88% of total police strength.

1.3.2 Police Legislation in India

Various legislations govern the establishment and functioning of the police. Key amongst these is the Police Act (1861), the Indian Penal Code (IPC), the Code of Criminal Procedure (Cr.P.C) and the Indian Evidence Act, 1872. The 1861 Act was established directly after the Indian Mutiny of 1857 to impose a regime police force upon their subjects, which could be used solely to consolidate and perpetuate the British rule in the country.

The advent of Indian independence transformed the political system, but the police system retained its colonial underpinnings.

The years after independence witnessed the enactment of new legislation in several states of the country. The first to come into force was the Bombay Police Act (1951), followed by Kerala Police Act (1960), Karnataka Police Act (1963), and lastly the Delhi Police Act (1978).

1.4 ROLE OF POLICE

The Police Role and Police Discretion are presented in this section.

1.4.1 The Police Role

Two major views of the role of the police exist.

- The Police are crime fighters concerned with law enforcement (crime fighting).
- The police are order maintainers concerned with keeping the peace and providing social services to the community (order maintenance)

In regard to the crime fighting role, the police themselves also emphasise their role as crime fighters and play down their Job as peacekeepers and social service providers. The vast majority of crime fighting the police do is related to maintenance of law and order than serious crime.

In regard to the Order Maintenance Role, the police maintain order and provide services. People call the police to obtain services or to get help in maintaining order.

1.4.2 Goals and Objectives of Policing

The Primary Goals and Objectives of the police are given below. The police are expected to perform many civic duties that in earlier times were the responsibility of every citizen keeping the peace, performing emergency medical care, and dealing with civil emergencies. Today, we leave those tasks to the police.

While the primary goals are as given above, there are also many secondary goals which are given below. There are six secondary goals and objectives toward which police resources and activities are used to meet the primary two objectives.

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- Preventing crime
- Arresting and prosecuting offenders
- Recovering stolen and missing property
- Assisting the sick and injured
- Enforcing non criminal regulations
- Delivering services not available elsewhere in the community.

The police attempt to prevent crime by trying to create a sense of omnipresence through routine patrol; responding to calls by citizens to deal with problems that may cause crime; and establishing and participating in police-citizen partnerships designed to prevent crime.

Due to their availability 7 days a week and 24 hours a day and because they are highly mobile, the police generally are the closest government agency to any problem.

So far we discussed the role of the police in India. It discussed two major ways of looking at the police role, viz., the crime-fighting role (law enforcement) and the ordermaintenance role (peacekeeping and providing social services).

Two primary goals and objectives of police departments are maintaining order and protecting life and property. Secondary goals may include preventing crime, arresting and prosecuting offenders, recovering stolen and missing property, assisting sick and injured people, enforcing non-criminal regulations, and delivering services not available.

Self Assessment Questions 1

1) Define police psychology.

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2) What are the duties of police psychologists?

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3) Describe the police structure and organisation in India.

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4) Explain the basic difference between the crime-fighting role and the order-maintenance role of the police.

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5) List the major goals and objectives of the police.

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6) What are the roles of the police in India?

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1.5 BECOMING A POLICE OFFICER

The Recruitment Process

To attract more qualified candidates, particularly among minority group, the Commission on Accreditation for Law Enforcement Agencies has recommended a number of standards that department should adhere to regarding recruiting candidates for selection as police officers. Among these standards are.

- These regulation should ensure that race, gender, ethnicity and religion will not affect a persons' chances of being hired or promoted.
- The law enforcement agency should seek recruitment assistance.

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- The agency should have an equal employment opportunity plan.
- The agency's recruitment literature, if any, should depict women and minorities in law enforcement roles.

1.5.1 The Selection Process

The police selection process is lengthy, difficult and competitive. The police selection process is a series of examinations, interviews and investigative steps designed to select the best candidate to appoint to a police department from the many who apply.

Police agencies utilise procedures like Written aptitude testing, Personal Interview, Physical agility, Polygraph exam, Voice stress analyser, Psychological evolution, Drug testing, Medical Exam, Background Investigation, etc.

After the successful completion of the written test, an internal review panel determines which applicants proceed further in the process. These candidates continue on to the physical agility exam, and the internal panel then reconvenes and determines which applicants proceed to the oral interview in front of a panel.

The remaining steps include a thorough background investigation, an interview with the Chief of Police, ride along with a Field Training Officer, personality assessment, and other interviews with departmental personnel. Eventually a conditional Job offer will be made to the selected candidates, which will be followed by a thorough medical exam conducted at states' expense.

1.5.2 Characteristics of Good Police Officers

There have been a number of efforts to determine the specific criteria that predict future police performance. Performance on written civil service entrance tests was the best predictor of subsequent police performance. This Police performance as arrest activity, investigative skills, evidence gathering, and crime scene management, performance on written civil service exams, associated with future supervisory ratings and career advancement. Factors, such as oral interviews, prior work experience, numerical ability, intelligence quotient (IQ), age, and education, also predict performance of an individual as a police officer.

1.5.3 Written Entrance Examination

A police department's written entrance examination is usually a pen-and-pencil test administered in schools or police facilities near prospective candidates' homes. Some departments test at regular intervals, such as once a year or once every four years; other departments test continually as candidates' appear.

Most written police tests used to screen large numbers of entry-level candidates are incapable of bringing in the right types of applicants and culling from the field those who are ill-suited to perform the duties of today's police officer, because these exams primarily test for cognitive abilities, rather than common sense. Testing for common sense and public service orientation will go a long way toward identifying candidates who can cope with the demands placed on those ultimately selected to serve and protect.

Some measure candidates' ability to take quick and reasonable action in stressful situations, with correct answers determined by analysing responses given by

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experienced, qualified police officers. Other tests provide candidates with Job-related materials-memos, reports, and procedural guides – and ask them to make decisions on the basis of these materials.

1.5.4 Oral Interview

A board of ranking officers, a psychologist, the police chief, or an investigator can conduct the oral interview in the police selection process. There often are multiple oral boards or interviews conducted by numerous representatives of the department. The goal is to solicit input from many stakeholders in the organisation and to minimise the chance of a personality conflict that might result in an applicant being kept out of the selection pool. The oral interview may merely discuss the candidate's application and background or may be used to test the candidate's ability to deal with stressful situations.

1.5.5 Psychological Appraisal

Psychological testing has become very important in the police selection process. Job-related stress is a major health problem, especially in law enforcement. There is a need for a thorough background investigation, along with a comprehensive psychological-psychiatric evaluation, in order to eliminate candidates with psychiatric problems, personality disorders, problems with impulse control, substance abuse, etc. Police departments often use sophisticated screening devices, such as the Wechsler Adult Intelligence Scale-Revised (WISC-R), to measure intelligence or MMPI to evaluate personality structure and determine whether recruits have any disorders that would adversely affect their functioning.

1.5.6 Medical Examination

Police department generally want candidates who are in excellent health, without medical problems that could affect their ability to perform the police job. There are long range and short-range reasons for using medical examinations in the police selection process. The short – range purpose is to ensure that candidates can do the police job. The long-range purpose is to ensure that candidates arc not prone to injuries that may lead to early retirement and an economic loss to the department. Every applicant should be given a complete and thorough medical examination to detect any disqualifying diseases (such as diabetes, epilepsy, or heart disease) or any physical abnormalities or medical conditions (such as back problems or high blood pressure).

1.5.7 Physical Agility Test

It is common knowledge that police departments are interested in police candidates who are physically fit.

1.5.8 Background Investigation

In an effective background investigation, a candidate's past life, past employment, school records, medical records, relationships with neighbours and others, and military record are placed under a microscope.

1.5.9 Standards in Police Selection

Each police department sets standards, or necessary qualifications, that it requires in selecting its prospective police officers. The police standards cover physical,

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age, and education requirements, criminal record restrictions, and residency requirements.

1.5.10 Age Requirements

Until recently most police department required that an officer be between the ages of 21 and 29 at the time of appointment. Anyone over the age of 29 was considered too old for employment. Sometimes, exceptions were made for those with previous military or police experience.

1.5.11 Educational Requirements

Police Department required a high school diploma; some type of college requirement and some may required a college degree. It should be noted that the minimum high school diploma requirement may not necessarily reflect actual selection practices.

Higher levels of education have also been associated with fewer on-the-job injuries, fewer injures by assault, fewer disciplinary actions from accidents, fewer sick days per year, and fewer physical force allegations. Other research has shown that higher education results in higher aspirations decreased dogmatism, authoritarianism, rigidity, and conservatism; fewer disciplinary problems; fewer citizen complaints; increased promotions; greater acceptance of minorities: decreased use of discretionary arrests; increased perception of danger; and a better ability to tolerate job-related excitement.

1.5.12 Criminal Record Restrictions

Obviously, people wishing to become police officers must respect the rules of our society and must adhere to these rules. The lack of a significant criminal record is a requirement to become a police officer. However, police departments distinguish between arrests and conviction. Along with the issue of criminal records is undetected criminal activity. This is explored during the background investigation, polygraph exams, and interviews.

Self Assessment Questions 2

1) What are the important requirements for becoming a police officer?

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2) Describe the characteristics of a good police officer.

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3) Describe the oral interview and the psychological appraisal in the selection process of the police officer.

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4) What are the standards involved in police selection?

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5) What is meant by Criminal record restrictions?

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1.6 THE POLICE TRAINING PROCESS

Once an individual has been chosen to be a member of a police department, he or she begins months of intensive training. Recruit training and in-service training programs vary from department to department, and, in reality, police training never ends.

1.6.1 Recruit Training

Recruit training is the initial training a police officer receives. It teaches officers the state laws and state procedures and educates them in the goals, objectives, and procedures of the department. It provides them with the knowledge skills, and abilities to do the job. New officers must attend a formal training course at an academy operated by, or associated with the department. Field training is on-the-job training of recently graduated recruits from the police academy. The training is provided by specially selected patrol officers and is designed to supplement the theory taught at the police academy with the reality of the street.They are also provided firearms training.

1.6.2 Probationary Period

A probationary period is the period of time that a department has to evaluate a new officer's ability to perform his or her job effectively. Generally, a probationary

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officer can be dismissed at will without proof of specific violation of law or department regulations. Once officers are off probation, civil service rules often make it very difficult to dismiss them. Probationary periods can last anywhere from six months to three year.

Thus numerous jobs are available in policing on the federal, state, local, and private levels. The police selection process can be complicated and time consuming. Before selection actually begins, a department must conduct a job analysis to determine the type of candidate the department wants to hire. Next comes the actual selection process. This process can include a written entrance examination, an oral review, a psychological appraisal, a polygraph examination, a medical examination, a physical agility test, and a background investigation.

The standards required to become a police officer have changed significantly in recent years to allow more females and minorities entry into policing. The current standards to be a police officer are high and rigorous in most agencies. Newly hired police officers generally receive academy training and field training. A probationary period must then be served. In addition, officers continue their education throughout their careers through in-service, management; and specialised training programs.

Self Assessment Questions 3

1) What is the training process involved in training police recruits?

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2) Why is field training programme important for police officers?

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3) What is probationary period and why is vital for police training?

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1.7 THE POLICE CULTURE AND POLICE PERSONALITY

This section will discuss such concepts as the police culture or subculture, the police personality, police cynicism, the Dirty Harry problem, police stress, police suicide, and "suicide by cop." Police stress is a serious issue facing the police. Therefore, this chapter will attempt to define it and to show why it occurs, how it exhibits itself, and how police agencies can deal with it.

This chapter will also discuss police suicide and "suicide by cop" and how these problems can be dealt with.

1.7.1 The Police Culture or Subculture

Numerous academic studies have indicated that the nature of policing and the experiences officers go through on the job cause them to band together into their own subculture, which many researchers call the police culture or police subculture.

The police culture or police subculture, then, is a combination of shared norms, values, goals, career patterns, lifestyles, and occupational structures that is substantially different from the combination held by the rest of society.

Due to challenging work schedules, police officers often socialise more frequently with other officers than with the average citizen. Though this might increase isolation, in some cases it can be beneficial for stress reduction by providing a healthy opportunity to ventilate and exercise.

Loyalty is a major part of the police subculture, and police loyalty is extremely intense. The word *backup* occurs often in police officer conversations. Backup involves not only assisting other officers in emergency situations but also coming to their aid when they are challenged.

The ideal officer, then, according to the police subculture, takes risks (honor), is first on the scene to aid a fellow police officer (loyalty), and is able to handle any situation by doing it her or his own way (individuality). The idea of danger permeates the police subculture.

1.7.2 The Police Personality

The police subculture leads to what scholars call the police personality, or traits common to most police officers.

Scholars have reported that this personality is thoughts to include such traits as authoritarianism, suspicion, hostility, insecurity, conservatism, and cynicism.

This section will attempt to describe the characteristics of the police personality, what shapes the police personality and the causes and effects of police cynicism.

1.7.3 Definition of Police Personality

There are three important features of an officer's working personality: danger, authority, and isolation from the public.

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Some researches have found that police officers are actually psychologically healthier, less depressed and anxious, and more social and assertive than the general population.

Two opposing viewpoints on the development of the police personality exist. One says that police departments recruit people who by nature possess those traits that we see in the police personality. The second point of view holds that officers develop those traits through their socialisation and experiences in the police department.

1.7.4 Police Cynicism

Police cynicism is an attitude that there is no hope for the world and a view of humanity at its worst. This is produced by the police officer's constant contact with offenders and what he or she perceives as miscarriages of justice, such as lenient court decisions and plea-bargaining.

Cynicism is an emotional plank deeply entrenched in the ethos of the police world and it serves equally well for attack or defense. For many reasons police are particularly vulnerable to cynicism. When they succumb, they lose faith in people, society, and eventually in themselves.

Self Assessment Questions 4

1) Define police culture.

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2) What are the important characteristics of police culture and subculture?

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3) Is there something called as police personality? Describe and explain.

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4) What kind of cynicism is there in the police? How is to be handled?

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1.8 POLICE STRESS

1.8.1 Definition of Stress

Stress is the body's reaction to internal or external stimuli that upset the body's normal state. A stimulus that causes stress (stressor) can be physical, mental, or emotional. The term *stress* is used to refer to both the body's reaction and the stimuli that caused it.The body's reaction to highly stressful situations is known as the flight-or-flight response.

Some experts say that stress alone probably does not cause illness, but it contributes to circumstances in which diseases may take hold and flourish. Stress weakens and disturbs the body's defense mechanisms and may play a role in the development of hypertension, ulcers, cardiovascular disease, and as research indicates, probably cancer.

1.8.2 The Nature of Stress in Policing

Although most people have stress in their careers or lives, studies have found evidence of particularly high rates of stress in certain professions. Some have called policing the most stressful of all professions.

1.8.3 Mental and Physical Problems Associated with Stress

Psychiatric problems

- Posttraumatic stress syndrome
- Neuroses
- Transient situational disturbances

Immunology problems

- Reduced resistance to infection
- Tumors

Cardiovascular problems

- Heart attacks
- Coronary artery disease
- Hypertension
- Stroke

Genitourinary problems

- Failure to menstruate
- Impotence
- Incontinence

Gastrointestinal problems

- Ulcers

Researchers have identified four general categories of stress with which police officers are confronted:

1) *External stress.* Stress produced by real threats and dangers, such as responding to gun runs and other dangerous assignments and taking part in auto pursuits.

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2) *Organisational stress.* Stress produced by elements inherent in the quasi-military character of the police service, such as constant adjustment to changing tours of duty, odd working hours, working holidays, find the strict discipline imposed on officers.

3) *Personal stress.* Stress produced by the interpersonal characteristics of belonging to the police organisation, such as difficulties in getting along with other officers.

4) *Operational stress.* Stress produced by the daily need to confront the tragedies of urban life: the need to deal with derelicts, criminals, the mentally disturbed, and the drug addicted; the need to engage in dangerous activity to protect a public that appears to be unappreciative of the police; and the constant awareness of the possibility of being legally liable for actions performed while on duty.

A recent study of police stress found significant levels of physical stress among police officers. Using heart rate, coupled with observed physical-activity data, researchers found the highest physical stress to occur during officers' physical enforcement activities; marked psychosocial stress when responding to critical incidents, particularly during the interaction with a suspect both during the critical incident and then during each subsequent interaction with suspects for the remainder of the shift. The evidence also suggests that officers anticipate stress as they conduct their work, experiencing anticipatory stress at the start of each shift.

1.8.4 Factors Causing Stress in Policing

According to researchers, factors leading to stress in police work include poor training, substandard equipment, poor pay, lack of opportunity, role conflict, exposure to brutality, fears about job competence and safety, and lack of job satisfaction. Researchers also say that the pressure of being on duty 24 hours a day leads to stress and that the police learn to cope with that stress by becoming emotionally detached from their work and the people they are paid to serve. Fatigue can also affect officers' stress. Working long hours and overtime produces fatigue and consequently stress in officers.

1.8.5 Sources of Law Enforcement Stress

External stressors

- Lack of consideration by courts in scheduling officers for court appearances
- Public's lack of support
- Negative or distorted media coverage

Internal stressors

- Policies and procedures that are offensive
- Poor or inadequate training and
- Inadequate career development opportunities
- Lack of identity and recognition
- Poor economic benefits and working conditions
- Excessive paperwork
- Inconsistent discipline
- Perceived favouritism

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Stressors in law enforcement work itself

- Rigors of shift work
- Role conflict
- Frequent exposures to life's miseries
- Boredom
- Fear
- Responsibility for protecting other people
- Fragmented nature of the jobWork overload

Stressors confronting the individual officer

- Necessity to conform
- Necessity to take a second job
- Altered social status in the community

1.8.6 Effects of Stress on Police Officers

Police officers face the stress created by always being ready for danger day in and day out. In addition, the working hours of police officers and the resultant living conditions have a further negative effect on their health.

Effects:

- Emotional detachment From various aspects of daily life
- Reduced efficiency
- Absenteeism and early retirement
- Excessive aggressiveness (which may trigger an increase in citizen complaints)
- Alcoholism and other substance abuse problems
- Marital or other family problems (for example, extramarital affairs, divorce, or domestic violence)
- Posttraumatic stress disorder.
- Heart attacks, ulcers, weight gain, and other health problems
- Suicide

1.8.7 Stress and Police Families

Police work not only affects officers; it also affects their families, loved ones, and friends.

1) *Family disruption due to rotating shifts:* Problems caused by rotating shifts include providing childcare, unavailability on holidays and at other family events, and physical problems caused by overtime and shift work, which cause irritability and increased tension.
2) *Unpredictable work environment:* The constantly changing work setting of the police officer leads to crisis and emergency responses, as well as fear of death or injury and of being the target of internal investigations.
3) *Job related personal change and family relationships:* An officer' is forced to see much human tragedy and is always personally affected. Changes in the officers personality and attitudes, in turn, affect the family.

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4) *Community expectations and demands:* The public seems to hold police officers to a higher standard of behaviour in comparison with other workers. Neighbours often expect their police officer neighbours to take care of neighbourhood problems and be available for emergencies.

Intrusion into family life. The police officer may have to carry parts of his or her job home. For example, police officers generally carry weapons, which they must secure in a safe place at home. Officers also must be avail able 24 hours a day.

1.8.8 Police Suicide

Closely associated with the problem of stress in policing is the problem of police suicide, which seems to worsen over the years. Despite all the programs existing to deal with officer problems that may cause suicide, the loll continues to mount. Studies indicate that the suicide rate among police officers is anywhere from two to three times higher than that of the general population/and the rate of police suicides doubled in the 1990s.

The police culture and the reluctance of police officers to ask for help complicate the problem of police suicide. His study revealed that police are at higher risk for committing suicide for a variety of reasons, including access to firearms, continuous exposure to human misery, shift work, social strain and marital difficulties, drinking problems, physical illness, impending retirement, and lack of control over their jobs and personal lives.

- Police work is a male-dominated profession, and men have higher suicide rates than women.
- The use, availability, and familiarity with firearms by police in their work make it fairly certain that suicide attempts will be successful.
- There are psychological repercussions to being exposed to potential death on a constant basis.
- Long and irregular working hours do not promote strong friendships and strain family ties.
- There is constant exposure to public criticism and dislike toward the police.

Compounding the stress problems of police officers is the phenomenon known as suicide by cop, in which a person wishing to die deliberately places an officer in a life-threatening situation, causing the officer to use deadly force against that person.

The Dirty Harry Problem is the conflict over whether to use illegal means to accomplish good ends. It is a problem that seems to permeate many aspects of policing.

Self Assessment Questions 5

1) Explain what the police subculture is and how it expresses itself.

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2) Define the police personality and discuss how it expresses itself.

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3) List some reasons for the existence of a police subculture and a police personality.

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4) Give some reasons why police officers experience high levels of stress.

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5) Discuss what police departments can do to deal with the high levels of stress present in their officers.

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1.9 POLICE AND THE COMMUNITY

1.9.1 The Need for Proper Police-community Relationships

The police are needed to handle emergencies, maintain order, regulate traffic, and promote a sense of security within the community. To accomplish this, the police must be part of the community. They cannot be viewed as mercenaries or as an army of occupation. When the police see themselves as an occupying army or are seen as one by the' community, urban unrest results. The police can best serve the community when they are regarded as part of the community both by the residents and themselves.

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The police and community need each other to help communities to be as vibrant and safe as possible. Police-community relationships must be two-way partnerships. Additionally, in a democratic society, the legitimacy of the police depends on broad and active public acceptance and support. Police chiefs or police commissioners have the responsibility and obligation to educate the public about the many causes of crime and the inability of the police, acting alone and on their own, to control crime.

1.9.2 Human Relations, Public Relations and Community Relations

Human relations thus connotes treating others with respect and dignity and following the Golden Rule – acting toward others as you would want others to act toward you.

While its well known the police have a difficult job, the role of the. Police has always been somewhat ambiguous; the perception of the police mission by police leaders as well as the community leaders has varied over the last few decades. With the adoption of the community policing philosophy, many law enforcement agencies have seen their roles expand to include activities that previously were not viewed as police functions.

The police role continues to be viewed in two primary areas— crime fighters and order maintainers as well as service providers.

Further confusing perceptions, any conflicts or negative issues that arise are played out repeatedly in the media and the community.

1.9.3 Police and Special Populations

As we have seen, the community the police serve is extremely divers. Special populations offer unique challenges for police departments. Some of the groups with special needs are senior citizens, young people, the homeless, crime victims and the disabled.

Senior citizens experience particular problems that necessitate special attention from the police. Although seniors have the lowest criminal victimisation rates of all age groups, they experience a tremendous fear of crime, often refusing to leave their homes because of the fear of being a victim. Additionally, many senior citizens are infirm and require emergency services. Often police provide special programs and services for senior citizens. The increasing number of older persons, coupled with their fear of victimisation, yields new problems for law enforcement. Fear of victimisation and perceptions of rising crime rates rank high among the concerns of the elderly.

It is important for officers to understand the physical, emotional, and social, challenges that people face as they age. They can then adapt some of their procedures to minimise the affect of some of the physical, challenges (changes in vision, hearing, and mobility) on their interactions with older people. An officer who understands the psychological and social issues will be able to understand an unexpectedly emotional reaction to what he or she perceives as a routine event.

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1.9.4 Programs for Young People

It is believed that if children learn something early enough in life, it will stay with them forever, thus reaching out to them earlier is important. Young children are special targets of police community relations programs because of their impressionable age. The problem of crime and young people is very serious.

There are numerous special police programs for young people. The most important, perhaps, are antidrug programs

1.9.5 Assistance for the Homeless

Police departments are generally the only agency available 24 hours a day, 7 days a week. Therefore, the police are frequently called to deal with alcoholics, the mentally ill, and the homeless (street people). Tremendous numbers of people live on the streets today. Many of these people are often in drug or alcoholic stupors or frenzies, or they exhibit wild and chaotic behaviour.

Handling the mentally ill is, perhaps, the single most difficult type of call for law enforcement officers. Police officers usually found themselves saddled with sole responsibility for suspected mentally ill persons whose public behaviour warranted some form of social intervention.

Many of the homeless who come to the attention of the police do so as a result of committing a crime or being the victim of a crime. Typically these incidents include drinking in public, disturbing the peace, fighting, and more serious offenses including sex crimes, robberies, and murders.

The homeless issue today is a multifaceted one and requires many organisations working together to attempt to solve the underlying problems. Many police departments have realised this and have taken a proactive approach.

1.10 WORKING WITH CRIME VICTIMS

Many efforts have been undertaken to assist victims of crime, including victims' rights laws, victim assistance programs and crime compensation funds. Recently, law enforcement has realised that by working more closely with these victims, not only can they belter serve the victims and enhance community support, but they can also help to advance the law enforcement mission and goal of reducing and solving crime and reducing fear of crime.

Victims have traditionally been considered law enforcement clients, as they receive law enforcement services. Police also have instituted special investigative units over the past decades and use special tools to make the investigative process less threatening to victims of crime.

New procedures, training, or counseling can be employed to make changes. Some departments are reassured when they find out there is not a bias-based policing problem and in fact the data can help them counter allegations of unfair treatment. Having the data available is a starting point toward improvement, if there is a need for it, and documentation to defend the department's practices, if no problems is detected. Community support and relationships can be enhanced when the community has faith in the unbiased behaviour of their police officers.

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1.11 LET US SUM UP

In this unit we started with the definition of police psychology and followed it up by defining police. We learnt about the structure of the police organisation and the role of police in the society. We also learnt about the goals and objectives of police in India. Then we looked into the aspects of what all is required to become a effective and good police officer. We learnt that for this the police undergoes considerable training. Initially they all go though a selection process, written entrance examination, face an oral interview, and they all are asked to undergo a medical examination and agility tests etc. They are also given a psychological appraisal and their background is checked for criminality and related issues. Age and educational levels are also checked and every effort is made to find out if the person has had any criminal record . We also learnt about the two types of training, viz., recruitment training and probationary period after the individual has been placed. We then discussed about the typical police culture and related issues and we brought out the typical personality of a police personnel as a result of the culture in which the individual is brought up and made to interact with. Following this, we discussed stress in the police force and in the police officers and in the police organisations. We discussed the various mental and physical health problems that arise as a result of stress. The issue was also discussed in terms of the police families. Finally we discussed the relationship between the police and the community and stressed upon the need to have a congenial relationship between the police and the community.

1.12 UNIT END QUESTIONS

1) Define and describe police psychology and bring out the characteristic features of the same.
2) What are the important features of the structure and organisation of police in India?
3) Describe the entire processes involved in becoming a police officer. Discuss the goals, objective and role of police in the society.
4) What is meant by police culture and subculture. Elucidate.
5) What kind of stresses the police faces? Describe in detail
6) What are the various problems related to police stress?
7) How are the police families affected by police stress?
8) Explain the need for proper police and community relationships.
9) What roles police play in regard to the special populations and their needs.?

1.13 SUGGESTED READINGS

Kitaeff, Jack (2011). *Handbook of Police Psychology*. Routledge Academic, LA

Miller, Laurence (2006). Charles C. Thomas Publisher, Springfield, Illinois, 2006.

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